

ABSTRACT OF THE DISCLOSURE

[000175] A method and system for tracking messages in an electronic mail messaging system. The electronic mail messaging system includes a plurality of electronic mail servers, wherein each respective electronic mail server includes message tracking software that logs message information regarding messages transferred through the respective electronic mail server. For example, the electronic mail messaging system may be the Microsoft Exchange Messaging System.

[000176] The electronic mail messaging system preferably includes a plurality of agent software programs, wherein an agent software program resides on each electronic mail server. The electronic mail messaging system further includes a central console which receives message information from each of the agents and operates to reconstruct end-to-end message flows in the electronic mail messaging system.

[000177] The central console decompresses the message information, and then operates to examine the message information regarding the messages transferred through each of the electronic mail servers. The central console then correlates the message information to determine an end-to-end message flow for each of the messages.

[000178] The end-to-end message flow may comprise a sequence of entrances and exits through one or more electronic mail servers as well as through one or more network links that connect two or more electronic mail servers. In one embodiment, the central console then may generate one or more reports using the message flow information. For example, the central console may generate various types of graphlets that show various enterprise information. Also, an administrator may use the message flow information, such as that contained in a report, e.g., a graphlet, to adjust a configuration of the electronic mail messaging system, such as server topologies, site topologies, etc.